

SECTION C – PERFORMANCE WORK STATEMENT

**PERFORMANCE WORK STATEMENT
FOR THE IRS FILES ACTIVITY**



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LIST OF TECHNICAL EXHIBITS

Number	Title
1-001	Performance Requirements Summary (PRS)
1-002	Location of Submission Processing Centers
1-003	Reports and Deliverables Lists (RDL)
1-004	Contract Discrepancy Report (CDR)
1-005	Certification of Annual UNAX Awareness Briefing
1-006	Non-Disclosure Statement
2-001	Breakdown of Document Locator Number (DLN)
3-001	Government-Furnished Equipment (GFE)
3-002	Government-Furnished Facilities (GFF)
3-003	Consumable Materials and Supplies
3-004	ITAMS Service and Problem Management Quick Reference Guide
5-001	Workload
5-002	Automated Systems
5-003	Lists Used for Initial File Receipt Verification
5-004	Cyclical Requests
5-005	NARA FRC Locations
5-006	File Retention Times
5-007	Priority Pull Listing

SECTION C – PERFORMANCE WORK STATEMENT**1 GENERAL INFORMATION****1.1 INTRODUCTION**

The Service Provider shall provide all services, materials, supplies, supervision, labor, and equipment, except that specified herein as Government-furnished, to perform Files Activity functions for the Internal Revenue Service (IRS). The Service Provider shall provide services in accordance with the terms, conditions, and specifications of this Contract. The Service Provider shall assume total responsibility for all requirements stated herein upon completion of the phase-in period.

1.2 BACKGROUND**1.2.1 Mission Statement**

The mission of the IRS is:

- To provide America's taxpayers with top quality service by helping them understand and meet their tax responsibilities and by applying the tax law with integrity and fairness to all.

The Statement of Operations for the IRS Files Activities is as follows:

- Provide support to the IRS and its internal and external customers by performing information and records management functions in a timely and accurate manner.

1.2.2 General Information

The IRS uses the Files Activity locations to organize and store the millions of individual and business paper returns and related documents processed each year. Each location houses the returns from eight weeks to a year, depending on the space available for storage. At the end of that time, the documents are retired to a Federal Records Center (FRC) managed by the National Archives and Records Administration (NARA). Tax returns are processed in the IRS Submission Processing Centers (SPC) and delivered to the Files Activity for storage. Customers can request copies or originals of those documents in the custody of the Files Activity or documents retired to FRC. Obtaining and delivering those tax documents and related information is the majority of the workload accomplished.

1.2.2.1 LOCATIONS OF CONTRACT ACTIVITIES

The IRS Files Activity functions are located within or near the ten IRS SPC across the nation. The following table shows the specific location for each SPC and Files Activity. Technical Exhibit 1-002 provides the address of each SPC.

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Submission Processing Center	Location	Files Activity Location	Comment
Andover	Andover, MA	Methuen, MA	Andover SPC is scheduled to close at the end of Fiscal Year (FY) 2009; however, residual Files Activity functions will continue to be performed at this location.*
Atlanta	Chamblee, GA	Norcross, GA	
Austin	Austin, TX	Austin, TX	
Brookhaven*	Holtsville, NY	Holtsville, NY	Brookhaven SPC closed at the end of FY 2003; however, residual Files Activity functions continue to be performed at this location.*
Cincinnati	Covington, KY	Florence, KY	
Fresno	Fresno, CA	Fresno, CA	
Kansas City	Kansas City, MO	Kansas City, MO Independence, MO	
Memphis	Memphis, TN	Memphis, TN	Memphis SPC is scheduled to close at the end of FY 2005; however, residual Files Activity functions will continue to be performed at this location.*
Ogden	Ogden, UT	Clearfield, UT	
Philadelphia	Philadelphia, PA	Philadelphia, PA	Philadelphia SPC is scheduled to close at the end of FY 2007; however, residual Files Activity functions will continue to be performed at this location.*

*SPC-specific transition plans will be provided after Contract award.

1.2.2.2 TYPE OF FILES PROCESSED

The Cincinnati and Ogden locations are Small Business/Self Employed (SB/SE) SPC and primarily deal with business documents. The remaining locations are Wage and Investment (W&I) SPC and primarily deal with individual documents.

1.2.3 Layout of Section C**1.2.3.1 SECTION C CONTENTS**

Section C of this Contract is structured as follows:

- C-1: General Information
- C-2: Acronyms and Definitions

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- C-3: Government-Furnished Property and Services
- C-4: Service Provider-Furnished Property and Services
- C-5: Specific Files Activity Requirements
- C-6: Publications and Forms
- C-7: Technical Exhibits

1.2.3.2 TECHNICAL EXHIBITS

Technical exhibits are used to provide supplementary information with representative workload and can be in the form of text, tables, graphs, or maps. Technical exhibits for Section C are numbered to link them to a designated Contract section; for example, Technical Exhibit 5-002 is the second technical exhibit referenced for Section C-5. A listing of all technical exhibits is provided after the table of contents.

1.2.3.3 PAGINATION

Pagination for all parts of Section C begins with the letter C, followed by the page number (e.g., page 12 of Section C is C-12).

1.2.3.4 REPORTS AND DELIVERABLES LISTS (RDL)

The Service Provider shall compile historical data, prepare required reports, and submit information as specified by RDL in this Contract. The RDL for Section C have a 3-digit number which links them to a designated Contract section; for example, RDL 503R001, is the first RDL referenced in Section C-5.3. A listing of all RDL is located in Technical Exhibit 1-003 of this Contract.

1.3 MANAGEMENT AND ADMINISTRATION**1.3.1 Contract Administration****1.3.1.1 CONTRACTING OFFICER**

This Contract requires timely and responsive services and technical excellence in support of the IRS mission. The Service Provider shall perform under the direction of the Contracting Officer (CO). The CO will designate specific technical representatives, henceforth designated as Contracting Officer's Technical Representatives (COTR). Individual COTRs and Designated Government Representatives (DGR) at each site may delegate contract oversight and technical work approval authorities to specific Government personnel as approved by the CO.

1.3.1.2 PROGRAM MANAGEMENT

1.3.1.2.1 Overall Program Management. The Service Provider shall provide an overall Program Manager. This position does not have to be full-time.

1.3.1.2.1.1 Duties. The Program Manager shall conduct overall management coordination and shall be the central point of contact (POC) with the Government for overall performance of work under this Contract. Duties shall include, but not be limited to, serving as the Service Provider's principal POC with the COTR regarding all

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contract management matters, providing overall supervision and direction of all Service Provider activities and personnel, ensuring the successful and timely performance of all contract tasks in accordance with government requirements and standards and Section C of the contract, meeting with IRS customers to investigate and resolve difficulties and to explain records procedures and requirements, and providing oral and written status reports to the COTR.

1.3.1.2.1.2 Required Experience. The Program Manager shall have experience in the management and administration of activities related to this Contract, or a Contract with similar size, scope, and complexity.

1.3.1.2.2 On-Site Project Management for Locations with an Operational SPC. For each Files Activity with an operational SPC (see the chart in Paragraph 1.2.2.1 above), the Service Provider shall perform continual project management and provide a Site Manager and alternate POC during hours of operation. The Site Manager shall be a full-time dedicated position. The alternate POC is not required to be a full-time dedicated position, but must be available to respond in accordance with Paragraph 1.3.1.3 below.

1.3.1.2.2.1 Duties. The Site Manager shall conduct management coordination at each site and shall be the central POC with the Government for performance of all work at the site. Duties shall include, but not be limited to, serving as the primary Service Provider contact with the COTR in the field office concerning work assignments and technical issues associated with the performance of the work; consulting with the Service Provider's Program Manager and the COTR as required concerning the performance of each contract task, work progress, scheduling, costs, personnel assignments, recruitment, priorities, and performance; overseeing all Service Provider operations in the field office; reporting significant concerns, issues, and problems to the Service Provider's Program Manager and the COTR; and directly overseeing and ensuring the efficient operation of all records units, including the activities of sorting, refiling, pulling, routing, and filing documents.

1.3.1.2.2.2 Required Experience. The Site Manager shall have experience in the management and administration of activities related to this Contract, or a Contract with similar size, scope, and complexity for the specific site.

1.3.1.2.3 On-Site Project Management for Locations without an Operational SPC. For those Files Activity locations where the SPC has closed (see the chart in Paragraph 1.2.2.1 above), the Service Provider shall also provide a Site Manager and alternate POC. The Site Manager position does not require a full-time dedicated employee, although the employee serving as Site Manager must be at the site full-time in some capacity. The Site Manager shall serve as the POC with the COTR and shall be available to respond in accordance with Paragraph 1.3.1.3 below.

1.3.1.3 RESPONSIVENESS

The Service Provider's Site Manager (or designated alternate) or Program Manager shall return all calls from the COTR within 30 minutes during hours of operation, unless otherwise specified herein. During non-operating hours, the Site Manager (or alternate) or Program Manager shall return all calls from the COTR within two hours, unless otherwise specified herein.

SECTION C – PERFORMANCE WORK STATEMENT**1.3.1.4 MEETINGS, CONFERENCES, AND BRIEFINGS**

The Service Provider shall participate in the following meetings, conferences, and briefings. Local travel between Government-Furnished Facilities (GFF) will be reimbursed in accordance with the Federal Travel Regulation. Long distance travel required by the Government will be reimbursed in accordance with the Federal Travel Regulation.

1.3.1.4.1 Unscheduled Meetings, Conferences, and Briefings. As required by the Government, the Service Provider shall attend, participate in, and furnish input to unscheduled (ad-hoc) meetings, conferences, and briefings that relate to the Files Activity functions and services, to provide effective communication and necessary information. The Service Provider shall participate in meetings with Files Activity customers and other service providers as required by the Government. These meetings may include both on-site and off-site meetings (typically at the main SPC campus). Meetings are estimated to occur once per month per site, but may vary by location. Typically a minimum of one hour advanced notice will be provided for unscheduled meetings.

1.3.1.4.1.1 Attendees. The Program Manager or Site Manager, as appropriate, or designated representative shall attend all unscheduled meetings. At times, meeting attendees shall also include Service Provider managerial, supervisory, and other personnel knowledgeable of the subject matter pertinent to this Contract.

1.3.1.4.2 Scheduled Meetings. The Service Provider's Site Managers, as the senior Service Provider employee on-site, or alternate POC shall attend scheduled meetings. Currently production meetings are the only scheduled meetings. Production meetings are held on the main campus of each site location on at least a weekly basis. The frequency may be daily at some locations during peak filing season.

1.3.1.5 AGENCY INTEREST

The Service Provider shall notify the COTR, in writing, of any matters within the scope of this Contract which impact the Files Activity operating policies, Government funds, or satisfactory performance of this Contract within one workday of discovery of the matter.

1.3.1.6 HOURS OF OPERATION

At a minimum, the Service Provider shall provide Files Activity services described in Section C-5 during core hours of operation from 6:00 am to 4:30 pm local time, Monday through Friday, excluding Federal holidays. Federal holidays can be viewed on the Office of Personnel Management's (OPM) website at www.opm.gov. The Service Provider shall also work necessary hours, days, and shifts, including weekends and holidays, as necessary to accommodate workload peaks and to meet the performance standards listed herein. The Service Provider shall submit proposed hours of operation as part of the proposal and shall submit any changes in hours of operation to the COTR for approval prior to implementation.

1.3.2 Phase-In Period

The Service Provider shall develop a comprehensive plan to phase in Service Provider performance of the work described herein.

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The Service Provider shall develop comprehensive procedures for phasing in performance to the level prescribed and within the time allowed under the terms of this Contract. The Service Provider shall submit a Phase-In Plan for evaluation and approval by the Government as part of the proposal (see Section L).

1.3.2.2 PHASE-IN TASKS

The period between the Contract award and the start of the base period will constitute the phase-in period. During the phase-in period, the Service Provider shall prepare to assume full responsibility for all areas of operation in accordance with the terms and conditions of this Contract. The Service Provider shall take all actions necessary for a smooth transition of the Files Activity operations. This period will be approximately six months in duration. During the phase-in period, the Government will make facilities and equipment accessible to the Service Provider and the Service Provider's management personnel will be permitted to observe operations as approved by the COTR in a way as to not interfere with Government operations. During the phase-in period, the Service Provider shall, at a minimum:

- Establish the Project Management Office.
- Recruit and hire necessary personnel and complete documentation for Minimum Background Investigation (MBI) per Section H. (During phase-in, obtain interim security clearances for MBI to be followed by final clearances.)
- Provide workforce management and on-site supervision whenever Service Provider personnel are on site.
- Participate in joint inventories and sign for Government-Furnished Property (GFP).
- Develop and submit any required deliverables.
- Attend post-award meetings as required.
- Accomplish any necessary training to support the services listed in Section C-5. (Initial functional training will be provided by the Government.)
- Ensure that Service Provider personnel have attended the mandatory briefings listed in Section 1.5.4 below prior to conclusion of the phase-in period.

1.3.3 Phase-Out Period**1.3.3.1 PHASE-OUT PLAN**

The Service Provider shall establish and implement plans for an orderly phase-out of the Files Activity operations at the termination of this Contract. The Service Provider's phase-out procedures shall not disrupt or adversely impact the day-to-day conduct of Government business. The Service Provider shall develop a Phase-Out Plan to conduct a smooth and orderly transfer of responsibility to a successor. At a minimum, the Plan shall fully describe the Service Provider's approach to the following issues: retention of key personnel; turn-over of work-in-progress and Government property; removal of Service Provider property; data and information transfer; and any other actions required to ensure continuity of operations. The Service Provider's Phase-Out Plan shall, at a minimum,

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require an inventory of Government-Furnished Equipment (GFE) by the incumbent and the Government before conduct of a joint inventory between the incumbent and the successor. The Plan shall also include reconciliation of all property accounts, requisitions, and work-in-progress; turn-in of excess property; clean-up of Service Provider work areas; and provision for training of the successor's personnel on Government-furnished automated information systems (AIS) used in performance of this Contract, specialized equipment, and ongoing work the successor would be required to complete. The Plan shall be submitted to the COTR for approval 120 calendar days prior to Contract completion date. The Service Provider shall provide the COTR with changes and revisions for review and approval prior to implementation (RDL 103R001).

1.3.4 Service Provider Interfaces**1.3.4.1 OTHER SERVICE PROVIDERS**

Other service providers may be performing required services in areas associated with the requirements of this Contract. Examples include service providers who provide custodial service, maintenance of equipment, and repair of equipment. The Government will facilitate initial contact between service providers performing work for other contracts and this Contract. The Service Provider shall provide all further required coordination between service providers for any task specified in this Contract that relates to or affects any other contracted work.

1.3.4.2 SUPPORT TO OTHER SERVICE PROVIDERS

The Service Provider shall provide support services within the scope of this Contract to other service providers as required by the Government.

1.3.4.3 DISPUTES WITH CUSTOMERS OR OTHER SERVICE PROVIDERS

The Service Provider shall verbally notify the COTR of unresolved issues in receiving support from, or providing support to, customers or other service providers within two hours from the time the issue occurs, and shall follow-up in writing within two workdays.

1.3.4.4 INTER-SERVICE SUPPORT AGREEMENTS

As directed by the Government, the Service Provider shall participate in meetings involving current and future inter-service support agreements affecting performance under this Contract. The inter-service support agreements may require the Service Provider to furnish services, or the Service Provider may receive services on behalf of the Government. Currently the IRS has an inter-service support agreement with NARA for storage of retired files. Requirements from this agreement which impact the Service Provider have been incorporated into this Performance Work Statement (PWS). The NARA agreement will be included in the Technical Reference Library.

1.3.5 Data and Information

The Service Provider shall ensure that all technical records, reports, files, and other documentation generated are made available to the COTR and other authorized Government representatives during the performance of this Contract. The Service Provider shall obtain lawful approval (e.g., Freedom of Information Act (FOIA)) through the COTR prior to releasing any information related to the performance of this Contract that has been

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stored, generated, or archived to the Service Provider's offices, other Government activities or agencies, contractors, or private parties.

1.3.6 Workload Data

Files Activity workload data is provided in Technical Exhibit 5-001. This workload data is based on historical data, where available, or estimates of workload. This workload is provided to assist offerors in proposal preparation, and shall not be a limiting factor on the Service Provider's obligation to perform all services described in this Contract to the required performance standards. The Service Provider shall be held to the same performance standards and requirements regardless of whether workload increases or decreases. In addition, the Government anticipates that workload may be distributed over the sites differently than in the provided workload data.

During the course of this Contract, workload fluctuations are anticipated to occur due to factors including, but not limited to, tax law changes, automation initiatives, and continuous IRS re-engineering and efficiency implementation to streamline the submission processes. Projections based on known changes are reflected in Technical Exhibit 5-001.

1.3.7 Personnel

Service Provider personnel shall meet the minimum requirements for each of the skill levels to which they are assigned, and shall be capable of performing the functions described in a competent and professional manner.

1.3.7.1 KEY PERSONNEL

The Service Provider's Program Manager and Site Managers shall be considered key personnel. Minimum requirements for these personnel are provided in Section H. Key personnel shall have knowledge of Governmental requirements, forms, publications, policies, and regulations.

1.3.7.2 EMPLOYEE ROSTER

Ten workdays prior to start of the phase-in period and ten workdays prior to start of the base period, the Service Provider shall provide the COTR with a roster listing all employees and their job titles. The Service Provider shall provide an updated roster to the COTR no later than ten workdays after changes occur (RDL 103R002).

1.3.7.3 SECURITY CLEARANCES

All Service Provider personnel shall successfully complete an MBI for a position of public trust. An interim MBI must be completed prior to commencement of work on this Contract. See Section H for additional information.

1.3.7.4 IDENTIFICATION BADGES

Service Provider personnel shall carry identification badges at all times when performing work under this Contract or while in Government facilities, and shall ensure that the badge is displayed at all times in accordance with local protocol. Identification badges will be furnished by the Government.

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Execution of the functions, tasks, and responsibilities required by this Contract involves access to sensitive personal information concerning taxpayers, Government agencies, and official Government documentation. See Paragraph 1.5.4.3 below for additional information.

1.3.7.6 SUBCONTRACTORS

Subcontractor personnel shall be subject to the same requirements of all prime Service Provider personnel. The Service Provider shall submit a Subcontractor Plan as part of its proposal (see Section 1.3.8.4 below and Section L). Communication with the Government regarding subcontractor performance and personnel shall be conducted by the prime Service Provider.

1.3.7.7 CITIZENSHIP REQUIREMENTS

The Service Provider shall only employ U.S. citizens or lawful permanent legal residents of the U.S. for performance of work under this Contract.

1.3.7.8 LANGUAGE REQUIREMENTS

The Service Provider shall employ only persons able to read, write, and understand English fluently for those positions interacting with Government personnel and customers in the performance of this Contract, and additionally where English is necessary to provide a service under this Contract.

1.3.7.9 CONDUCT OF PERSONNEL

The Service Provider shall be responsible for the performance and conduct of Service Provider and subcontractor personnel at all times. Personnel employed by the Service Provider in the performance of this Contract, or any representative of the Service Provider entering the Files Activity area, shall abide by the security regulations listed herein, to include Internal Revenue Manual (IRM) 1.16, and established facility policies and procedures (e.g., smoking policies, general housekeeping requirements, safety requirements, and waste disposal requirements), and shall be subject to check by the Government as may be deemed necessary. Local facility policies and procedures will be provided after Contract award. The Service Provider shall only conduct business covered by this Contract during periods paid for by the Government, and shall not conduct any other business (commercial or personal) on Government premises with Government-furnished property or systems.

1.3.7.10 SUPERVISION

The Service Provider shall provide workforce management and on-site supervision whenever Service Provider personnel are on site.

1.3.7.11 TERMINATION

1.3.7.11.1 Personnel Removal. Government rules, regulations, laws, directives, and requirements which are in place or issued during the Contract term relating to law and order, Files Activity operations, and security in the File Activity locations shall be

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applicable to all Service Provider employees, representatives, or subcontractor employees who enter the File Activity locations. Violation of such rules, regulations, laws, directives, or requirements shall be grounds for removal (permanently or temporarily as the Government determines) from the work site. Such removal of employees does not relieve the Service Provider from the requirement to perform Contract tasks in accordance with the specified performance standards.

1.3.7.11.2 Removal by the Contracting Officer. The CO may require the Service Provider to remove from the work site any employee working under this Contract for reason of misconduct or security. Service Provider personnel shall be subject to removal from the premises upon determination by the CO that such action is necessary in the interest of the Government.

1.3.7.12 STRIKES

In accordance with Federal Acquisition Regulation (FAR) 52.222-1, Notice to the Government of Labor Disputes, the Service Provider shall notify the Government of actual or potential labor disputes which may delay timely performance of this Contract. See Section 1.3.8.3 for Strike Contingency Plan requirements.

1.3.7.13 PERSONNEL RECRUITMENT AND TRAINING

The Service Provider shall establish and maintain a recruiting and training process. The process shall be documented in writing and available to the COTR immediately upon request. Mandatory training shall include Unauthorized Access (UNAX), Prevention of Sexual Harassment (POSH), and Security Awareness, Safety, and Ethics provided by Government and updated annually. See Section 1.5.4 for a more information on UNAX and security training briefings (RDL 103R003).

1.3.7.13.1 Formal Training During the Contract Period. The Service Provider shall provide employees with the training, skills, and knowledge to perform the services in this Contract. If the Government adds new services which require new skills and abilities that Service Provider employees do not have, the Service Provider shall provide the training or shall request Government training. The Service Provider shall request approval from the COTR in writing prior to any such training; the COTR will forward the request to the CO for approval or disapproval. If the Service Provider desires to use Government schools, requests for school quotas to attend Government courses of instruction shall be prepared in writing and submitted to the COTR no later than 30 days prior to the training. The Government reserves the right to accept or reject such requests. The Service Provider is responsible for all costs related to training, including travel.

1.3.8 Documents and Reports**1.3.8.1 MANAGEMENT PLAN**

The Service Provider shall submit a Management Plan with the Service Provider's proposal which reflects an understanding of all tasks specified in the Contract and an approach to satisfy these requirements. The final Management Plan, incorporating any changes based upon the phase-in period, shall be submitted to the CO for concurrence no later than ten workdays prior to completion of the phase-in period. If any portion of the Management Plan is found to be inadequate, the Management Plan will be returned to the

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Service Provider with the inadequacies listed. The Service Provider shall submit a revised plan to the CO within five workdays following receipt of the notification of rejection. The Management Plan shall be implemented on the first day upon completion of the phase-in period. Any follow-on revisions to the Management Plan shall be submitted to the CO at least five workdays prior to implementation. The Management Plan shall address at a minimum (RDL103R004):

- Employee relations and personnel management.
- Management, utilization, maintenance, and accountability of GFP.
- Overall project management and administration.
- Management and control of the multiple site operation.
- Data collection and other documentation, including document flow and control of associated files.
- Service Provider's project office autonomy, e.g., show how the Service Provider plans to provide on-site decision authority for each site where appropriate plus independence from the Service Provider's corporate headquarters commensurate with project office responsibility.
- Plans as specified in this Contract.
- Subcontractor management plan as it relates to the work required.
- Proposed lines of responsibility, authority, and communication through which the Files Activity tasks will be managed.

1.3.8.2 CONTINUITY OF OPERATION PLAN (COOP)

The Service Provider shall develop, submit, and maintain a COOP as part of the Service Provider's proposal and shall participate in Government planning for contingencies and emergencies. See Section 1.5.5 for the business continuity exercise participation requirement. The COOP shall describe in detail the actions to be taken in contingency situations including, but not limited to, the delineation of responsibilities between the Government and the Service Provider, the coordination to take place between the Government and the Service Provider, work provisions under contingency circumstances, and the specific time frames required for establishing these capabilities. No later than ten workdays prior to completion of the phase-in period, the Service Provider shall submit emergency and contingency plans (incorporating the COOP) to the CO for concurrence to be included in the Government's overall Business Continuity Plans for each site. Input shall follow the site-specific Government specified format. The Service Provider shall update the applicable sections of the Business Continuity Plan on a quarterly basis and submit the updated plan to the COTR (RDL 103R005).

1.3.8.3 STRIKE CONTINGENCY PLAN

The Service Provider shall plan for labor strikes that impact upon either Government operations or the Service Provider's ability to perform work associated with this Contract. The Service Provider shall prepare a Strike Contingency Plan to be utilized in the event of a strike. The plan shall clarify what the Service Provider will do to maintain continued operations. The initial plan shall be submitted with the Service Provider's proposal and the final plan, incorporating any changes based upon the phase-in period, shall be

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submitted to the CO for concurrence no later than ten workdays prior to completion of the phase-in period. The Service Provider shall update the plan as changes occur and submit a copy of the revised plan to the CO for approval within five workdays (RDL 103R006).

1.3.8.4 SUBCONTRACTOR PLAN

The Service Provider shall submit a Subcontractor Plan as part of the proposal. The final Subcontractor Plan, incorporating any changes based upon the phase-in period, shall be submitted to the CO for concurrence no later than ten workdays prior to completion of the phase-in period. The Subcontractor Plan shall be updated as the Service Provider adds or deletes subcontractors and submitted to the CO for approval no later than ten workdays before use. Subcontractor information shall include company names, contact names, addresses, and telephone numbers (RDL 103R007).

1.3.9 Administrative Requirements

The Service Provider shall provide all clerical support necessary to prepare correspondence and maintain functional files, forms, and other administrative responsibilities necessary to accomplish the functions and tasks included in this Contract.

1.3.9.1 FILES

The Service Provider shall maintain Government-furnished files in existence at the beginning of the base period and those generated under this Contract. All such records and files shall immediately be made available for review by any agency or individual authorized access by the COTR. All files maintained by the Service Provider under the provisions of this Contract are the property of the Government and shall be returned to the Government upon expiration or termination of this Contract.

1.3.9.2 REFERENCE LIBRARY

The Service Provider shall maintain an up-to-date reference library containing all items referenced in Section C-6 where not available electronically. The reference library will be established by the Government prior to the beginning of the base period, and shall be considered Government property. The Service Provider shall ensure that the library is available to the COTR or other authorized Government personnel as needed.

1.4 PERFORMANCE**1.4.1 Performance Standards**

The Service Provider shall ensure that all work meets the specifications in the Performance Requirements Summary (PRS) provided in Technical Exhibit 1-001, and as described herein.

1.4.2 Quality Control

The Service Provider shall be responsible for the quality of products and services provided under this Contract, to include those products and services provided by subcontract. The Service Provider shall re-perform work that does not meet Contract requirements, unless otherwise directed by the COTR. Re-performance of work shall not constitute an excusable cause to miss any timeliness standards or deadlines. The Service Provider shall absorb

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the cost of any required rework and such rework shall not be charged back to the government.

1.4.2.1 SERVICE PROVIDER QUALITY CONTROL PROGRAM AND PLAN

The Service Provider shall develop and implement an effective, proactive Quality Control Program for measuring and attaining quality of performance under this Contract in accordance with FAR 52.246-4, Inspection of Services – Fixed Price. The program shall emphasize deficiency prevention over deficiency detection and address methods for remedying poor performance. The sustaining focus of the program shall be the attainment of continuous quality improvement.

1.4.2.1.1 Quality Control Plan. The Service Provider shall submit a Quality Control Plan describing the Quality Control Program as part of the proposal. The final Quality Control Plan, incorporating any changes based upon the phase-in period, shall be submitted to the CO for concurrence ten workdays prior to completion of the phase-in period and within five workdays after changes occur (RDL 104R001).

1.4.2.2 PERFORMANCE EVALUATION MEETINGS

The Service Provider's Site Managers shall meet with the COTR and Government Quality Assurance Evaluators (QAE) to review Contract performance weekly during the first 60 calendar days after start of the base period and monthly thereafter. These meetings will be held on the main campus of each site location. The Service Provider's Program Manager shall also attend these meetings as directed by the Government to address critical issues. Performance evaluation meeting topics shall include, but not be limited to, review and analyses of key process indicators, analyses of process deficiencies, problem discussion and resolution, and reinforcement of quality and timely performance of Contract requirements. At these meetings, the Government and the Service Provider will discuss the Service Provider's performance as viewed by the Government and any problems being experienced. The Service Provider shall take appropriate actions to resolve outstanding issues. The Service Provider shall take minutes during performance evaluation meetings, and shall provide a copy to the COTR when requested.

1.4.2.3 PARTICIPATION IN GOVERNMENT QUALITY ASSURANCE

The Government (i.e., COTR and QAE) will inspect for compliance with Contract terms throughout the Contract period. Evaluation will be based on the Service Provider's compliance with the requirements outlined in the PRS (Technical Exhibit 1-001). The Government will monitor Service Provider performance under this Contract by performing checks as contained in the Quality Assurance Surveillance Plan (QASP). Typical procedures include random sampling, planned sampling, scheduled inspections, observations, reviewing task output and performance, and reviewing validated customer comments. Government inspection may vary from site to site based upon the quality of performance by the Service Provider.

1.4.2.4 CONTRACT DISCREPANCY REPORTS (CDR)

Unsatisfactory Service Provider performance will be outlined in a CDR. The Service Provider shall reply in writing within ten calendar days of receipt of the CDR, providing the reasons for unsatisfactory performance, corrective action taken, and procedures to

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prevent recurrence of unsatisfactory performance. An example of a CDR is provided in Technical Exhibit 1-004.

1.4.3 Performance Data

The Service Provider shall provide information to the COTR for use in the management process on an ad-hoc basis. Ad hoc information shall be provided within 24 hours of request. The COTR may provide additional time based upon the magnitude or complexity of the request or upon the Service Provider's request. The Service Provider shall furnish information including, but not limited to, timeliness and accuracy of task execution. The COTR will provide the Service Provider with the specific elements of information to be furnished and may specify a format to be followed.

If electronic information is requested, it should be in a format that can meet functional requirements from subpart C of Section 508 of the Rehabilitation Act of 1973, as amended in 1998. Such information should comply with IRM 2.25.5, technical requirement Q for non-HTML information.

1.5 COMPLIANCE

The Service Provider shall comply with all applicable Federal, State, and local laws and regulations while engaged in the performance of this Contract.

1.5.1 Inspection by Government Agencies

The Service Provider shall be subject to inspections, audits, and work interruptions by other Government agencies. The Service Provider shall provide access to Government-furnished facilities and Government-owned property, and shall cooperate with visiting Government personnel conducting such activities. Inspections, audits, and similar activities may be made by agencies including, but not limited to, Occupational Safety and Health Administration (OSHA), General Accounting Office (GAO), and Treasury Inspector General for Tax Administration (TIGTA). Such inspections, audit, and work interruptions shall not constitute an excusable cause to miss any timeliness standards or deadlines.

1.5.1.1 INSPECTION REPORT

The Service Provider shall submit a written report to the COTR by close of business on the next workday following completion of an inspection, to include the name(s), identification number(s), and agency(s) of the inspector(s), reason for inspection, and any remarks made during the inspection (RDL 105R001).

1.5.2 Safety**1.5.2.1 SAFETY PLAN AND PROGRAM**

The Service Provider shall develop and submit a Safety Plan that delineates the processes and procedures the Service Provider will use to prevent accidents; to preserve the life and health of Service Provider, Government, and customer personnel; and to protect Service Provider and Government work and property. The initial plan shall be submitted with the Service Provider's proposal, and the final shall be submitted no later than ten calendar days prior to completion of the phase-in period. The Service Provider shall implement a safety program based on the Safety Plan at the completion of the phase-in period. The Service Provider's safety program shall fully comply with the

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provisions of OSHA regulations and directives and IRM 1.14.5. The stricter requirement shall apply in cases where standards conflict. The Service Provider shall update the Safety Plan as changes occur and shall submit a copy of the proposed plan to the COTR no later than 30 calendar days prior to the proposed effective date of the change (RDL 105R002).

1.5.2.2 SAFETY INSPECTIONS

The Service Provider shall perform periodic inspections of safety equipment as required by Federal, OSHA, and local safety standards. In addition, the Service Provider shall inspect and survey Service Provider work areas for potential safety hazards. Safety discrepancies that are caused by the Government will be corrected by the Government. Safety discrepancies that are caused by the Service Provider shall be corrected by the Service Provider. The Service Provider shall provide a copy of the inspection report to the COTR quarterly (RDL 105R003).

1.5.2.3 ACCIDENT REPORTING

The Service Provider shall comply with accident reporting requirements in accordance with OSHA, IRS, and other regulatory agency policies for all accidents in the course of Service Provider work resulting in death, trauma, occupational disease, property damage, or environmental damage. The Service Provider shall comply with all workers' compensation forms, notices, and reporting requirements of the jurisdiction in which the work is located. Whenever an accident involving personal injury occurs, the Service Provider shall provide a report on the accident to the COTR within 24 hours (RDL 105R004).

1.5.3 Trash and Recycling Programs**1.5.3.1 RECYCLING PROGRAM**

The Service Provider shall participate in the IRS facilities' recycling programs. Items recycled by the programs may include aluminum cans, paper, plastic, metals, glass, used oil, toners, and cardboard.

1.5.3.2 CLASSIFIED TRASH

The Service Provider shall ensure that tax data (e.g., tax return information (including transcripts), copies of tax returns, charge-out documents for tax returns, microfilm registers, indexes and directories, and magnetic tape) and Privacy Act information (e.g., Social Security Number (SSN) and home street address) is destructed rather than disposed of as trash in accordance with IRM 1.15.3.2.1. Tax returns shall only be destroyed in accordance with Section 5.10 of the PWS, which contains destruction information. Materials which do not require special protection or handling shall be treated as waste paper.

1.5.4 Security

The Service Provider shall ensure that unauthorized personnel do not have access to facilities or documents at any time. The Service Provider shall ensure that all personnel accessing facilities and documents have appropriate identification. The Service Provider shall conform to, and be vigilant of others, with respect to conformance with physical

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security requirements, in accordance with IRM 1.16, to include IRM 1.16.3 (Safeguard Reviews). Additional information on Security may be found in Section 3.7.2 and Section H.

The Service Provider shall ensure that uninterrupted service is provided to customers while Service Provider personnel are attending the required briefings described below. Briefings will be provided by the IRS.

1.5.4.1 ANNUAL INFORMATION SYSTEMS SECURITY BRIEFING

The Service Provider shall follow the Information Systems Security Rules (Form 5081) when using Government-furnished information systems and equipment. In addition, all Service Provider personnel shall attend an Information Systems Security Awareness Briefing, at a minimum annually, in accordance with IRM 25.10.1.5.2.1(2). The Service Provider shall ensure that new Service Provider personnel have attended the briefing prior to having access to any IRS systems.

1.5.4.2 ANNUAL UNAUTHORIZED ACCESS AWARENESS BRIEFING

All Service Provider personnel shall attend an annual UNAX Awareness Briefing regarding the statutory rules governing and IRS policy on unauthorized access and inspection of taxpayer records. Service Provider personnel shall sign the Government-provided certification form within five workdays of briefing attendance. The Service Provider shall ensure that new Service Provider personnel have attended the briefing prior to having access to taxpayer records. A sample certification form is provided in Technical Exhibit 1-005.

1.5.4.3 ANNUAL DISCLOSURE AWARENESS BRIEFING

The personal and sensitive nature of IRS work requires that all Service Provider personnel attend an annual Disclosure Awareness Briefing regarding the IRS policy on disclosure and execute non-disclosure statements (i.e., complete non-disclosure forms). The Service Provider shall ensure that new Service Provider personnel have attended the briefing prior to having access to any taxpayer records. Service Provider personnel shall sign the Government-provided certification form within five workdays of briefing attendance. The Service Provider shall retain all completed non-disclosure statements on file for immediate review by the COTR upon request. Additional information on the Disclosure Awareness Briefing is provided in Section H and a sample certification form is provided in Technical Exhibit 1-006.

1.5.5 Business Continuity Plan Exercises

The Service Provider shall participate in the Government's Business Continuity Plan exercises. Exercises shall include, but are not limited to, practice evacuations. The Service Provider shall appoint a Business Continuity Plan Coordinator at each site. At a minimum, the Government will conduct an annual business continuity exercise; however, the frequency and involvement of Service Provider personnel in these exercises will vary at each location.

1.5.6 Parking

Parking is available adjacent to most buildings on a first-come, first-served basis. Parking is subject to restrictions imposed by building occupants in buildings with joint Service

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Provider and Government occupancy. The Government reserves the right to make changes in parking arrangements to accommodate new or changing requirements. Service Provider personnel shall park Service Provider-operated or privately owned vehicles in designated parking areas and adhere to all applicable parking and traffic rules.

1.5.7 Section 508 Compliance for Electronic and Information Technology

When delivering any electronic information or other electronic and information technology products to the Government, the Service Provider shall provide products that conform with provisions from part B of Section 508 of the Rehabilitation Act of 1973, as amended in 1998. These products include, but are not limited to, software and operating systems, web content or applications, telecommunications equipment, videos and multimedia materials, desktop and portable computers, and self-contained or stand-alone products. Additionally, all help-desk or support services must conform to requirements from subpart D of Section 508 of the Rehabilitation Act of 1973 as amended in 1998 concerning information documentation and support. (Note that Section 508 requirements are only applicable when work is being performed on a Government site.)

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2 ACRONYMS AND DEFINITIONS**2.1 GENERAL**

As used throughout this Contract, the following acronyms and definitions shall have the meaning set forth below.

2.2 ACRONYMS

Acronyms shown in the table below are those stated throughout this Contract, and do not necessarily reflect all Files Activity-related acronyms.

Acronym	Complete Name
ABC	Alpha Block Control
ACPL	Automated Cycle Proof List
ADCU	Accounting Data Control Unit
ADP	Automated Data Processing
AER	Acceptable Error Rate
AIMS	Audit Information Management System
AIS	Automated Information System
AM	Accounts Management
ARM	Area Records Manager
ATIN	Adoption Taxpayer Identification Number
AWSS	Agency Wide Shared Services
BBTS	Batch/Block Tracking System
BMF	Business Master File
BNIF	Block Not in Files
C/O	Charge-out
CAU	Centralized Adjudication Unit
CD	Compact Disk
CDR	Contract Discrepancy Report
CFR	Code of Federal Regulations
CI	Criminal Investigative
CIS	Correspondence Imaging System
CO	Contracting Officer
COB	Close of Business
COCO	Contractor-Owned, Contractor-Operated
COOP	Continuity of Operation Plan
COTR	Contracting Officer's Technical Representative
CP	Computer Paragraph
CPL	Cycle Proof List
CPU	Central Processing Unit
CSED	Collection Statute Expiration Date
CSR	Customer Service Representative

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Acronym	Complete Name
CTR	Currency Transaction Reports
CY	Calendar Year
DGR	Designated Government Representative
DLN	Document Locator Number
DNIF	Document Not in Files
EIN	Employer Identification Number
ELF	Electronic Filing
EO	Exempt Organization
EOMF	Exempt Organization Master File
EONS	Electronic Online-Output Network System
ERS	Error Resolution System
FAR	Federal Acquisition Regulation
FLC	File Location Code
FOIA	Freedom of Information Act
FRC	Federal Records Center
FTD	Federal Tax Deposit
FY	Fiscal Year
GAO	General Accounting Office
GFE	Government-Furnished Equipment
GFF	Government-Furnished Facilities
GFP	Government-Furnished Property
GMF	Generalized Mainline Framework
GOCO	Government-Owned, Contractor-Operated
GUF	Generalized Unpostable Framework
HVAC	Heating, Ventilation, and Air Conditioning
IDRS	Integrated Data Retrieval System
IMF	Individual Master File
IRC	Internal Revenue Code
IRM	Internal Revenue Manual
IRMF	Information Returns Master File
IRS	Internal Revenue Service
IT	Information Technology
ITAMS	Information Technology Asset Management System
ITIN	Individual Taxpayer Identification Number
LAN	Local Area Network
LR	Labor Relations
MBI	Minimum Background Investigation
MCC	Martinsburg Computing Center
MF	Master File
NARA	National Archives and Records Administration

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Acronym	Complete Name
NRPS	Notice Review Processing System
NSN	National Stock Number
OFP	Organization, Function, Program
OPM	Office of Personnel Management
OSHA	Occupational Safety and Health Administration
PAS	Program Analysis System
PC	Personal Computer
PCS	Property Control System
PL	Public Law
PMF	Payer Master File
POC	Point of Contact
POSH	Prevention of Sexual Harassment
PRP	Problem Resolution Program
PRS	Performance Requirements Summary
PTIN	Preparer Taxpayer Identification Number
PWS	Performance Work Statement
QAE	Quality Assurance Evaluator
QASP	Quality Assurance Surveillance Plan
QRDT	Questionable Refund Detection Team
QRP	Questionable Refund Program
RDL	Reports and Deliverables Lists
REFM	Real Estate and Facilities Management
RPSID	Remittance Processing Submission Identification
SAT	Systems Acceptability Testing
SB/SE	Small Business/Self Employed
SD	Source Document
SDLN	Source Document Locator Number
SDR	Source Document Retained
SF	Standard Form
SOI	Statistics of Income
SPC	Submission Processing Center
SSN	Social Security Number
TA	Taxpayer Advocate
TAS	Taxpayer Advocate Service
TAT	Telecommunications Asset Tool
TC	Transaction Code
TCC	Tennessee Computing Center
TE	Tax Examiners
TIGTA	Treasury Inspector General for Tax Administration
TIN	Taxpayer Identification Number

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Acronym	Complete Name
TRDB	Tax Return Data Base
TRS	Transcript Research System
TTY	Teletypewriter
UNAX	Unauthorized Access
UPS	United Parcel Service
USC	United States Code
W&I	Wage and Investment
WP&C	Work Performance and Cost

2.3 DEFINITIONS

Definitions listed below are for Files Activity-related terminology used throughout this Contract.

Term	Definition
Acceptable Error Rate (AER)	The maximum percent defective, or number of defects in a sample, that can be considered satisfactory.
Attachment	Correspondence, documents, or other data to be associated with a particular return.
Automated Cycle Proof List (ACPL)	An automated version of the Cycle Proof List (CPL).
Automated Information System (AIS)	An assembly of computer hardware and software configured to accomplish specific information-handling operations, such as the processing, storage, and provision of data.
Batch Cart	Transport containers used to carry files from Pipeline processing areas to the Files Activity. Also known as KC Wagons and Bread Carts.
Block	A group of 100 or fewer documents identified with consecutive Document Locator Number (DLN) serial numbers.
Block Control Sheet (Headersheet)	A form on which documents are charged out when no charge-out form is available. It is located in the front of the block. The block control sheet may be either a Form 813 or Form 1332 Block and Selection Record.
Business Master File (BMF)	A database containing information about taxpayers filing business returns and related documents.
Charge-Out	A form replacing a document, or an entry on a Block Control Sheet, which indicates that the document has been removed from the file and sent to the requester.
Collection Statute Expiration Date (CSED)	Per IRM 25.6.9, CSED is a time period established by law to collect taxes.
Computer Paragraph (CP)	A computer-generated notice or letter of inquiry mailed to taxpayers.

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Term	Definition
Contract	A mutually binding legal relationship obligating the seller to furnish the supplies or services (including construction) and the buyer to pay for them. It includes all types of commitments that obligate the Government to an expenditure of appropriated funds and that, except as otherwise authorized, are in writing. In addition to bilateral instruments, contracts include (but are not limited to) awards and notices of awards; job orders or task letters issued under basic ordering agreements; let contracts; orders, such as purchase orders, under which the contract becomes effective by written acceptance or performance; and bilateral modifications. Contracts do not include grants and cooperative agreements covered by 31 United States Code (USC) 6301 et seq. A contract may be initiated through use of a contract award, letter of obligation, or a fee-for-service agreement.
Contract Discrepancy Report (CDR)	A formal, written documentation of Service Provider nonconformance or lack of performance for contracted work. The CDR is initiated by the Contracting Officer (CO), or an authorized representative, whenever the performance as determined by the CO is unsatisfactory. The Service Provider completes and returns the report to the CO.
Contracting Officer (CO)	An agent of the Government with the authority to enter into, administer, and terminate contracts and make related determinations and findings. Only the CO can enter into a contract and modification agreement binding on the Government.
Contracting Officer's Technical Representative (COTR)	A technical representative designated by the Contracting Officer. A COTR(s) will be designated to monitor Service Provider performance and other contract administration duties associated with the award of a formal contract.
Customer	An entity internal or external to the IRS that utilizes the services of the Files Activity.
Cycle	One week's processing of documents. For the Files Activity, cycle typically runs Friday through the following Thursday.
Cycle Proof List (CPL)	A weekly list of the blocks of processed documents in block DLN sequence automatically generated each cycle with a daily generation option. A Block-DLN will appear on the CPL when all documents in the block have gone to 'good tape', error or reject status, or any combination, as long as all documents in the block have been processed from raw status to any other status. The original document count will also appear on the CPL for use in estimating file space allocation needs.
Designated Government Representative (DGR)	Government employee responsible for interacting with the Service Provider concerning matters of a non-contractual nature. For example, there may be a DGR responsible for interacting with the Service Provider regarding use of Government-furnished facilities and equipment.
Discovered Remittance	Cash and non-cash payments found after the mail opening operation.

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Term	Definition
Document	Per IRM 3.10.72.1.2(5), a “document” is a form not required by law but that is relevant to the particular account; e.g., a subsequent payment, a CP notice, or a Submission Processing Center (SPC) letter.
Document Locator Number (DLN)	Thirteen-digit number assigned to every document input through the Automated Data Processing (ADP) system that affects a taxpayer account. The DLN is used to identify and locate the document. If applicable, a fourteenth digit or color denoting the year of processing may also be assigned by the submission processing center. See Technical Exhibit 2-001 for the breakdown of a DLN.
Employer Identification Number (EIN)	Nine-digit number used to identify business taxpayers on the BMF. The format of an EIN is xx-xxxxxxx.
File Locator Guide	A guide that specifies where documents are located within the file storage area.
Government-Furnished Property (GFP)	Facilities, equipment, and materials in possession of, or acquired directly by the Government, and subsequently provided to the Service Provider.
Individual Master File (IMF)	A database containing information about taxpayers filing individual income tax returns and related documents.
Integrated Data Retrieval System (IDRS)	A real-time computer system (separate from mainline processing) used to obtain data from selected accounts to control taxpayer correspondence and internally identify account adjustments, and to input transactions to the master files.
List Year	The year in which the return or record was processed. Also known as the processing year.
Master File (MF)	A database record containing relatively permanent information used as a reference and usually updated periodically. The BMF and IMF record all information with respect to taxpayers’ filing of business and individual returns and related documents.
Microfilm/Microfiche/CD	A media to provide reduced-scale photographic records of MF data.
Peak	Cyclical periods when returns are required to be filed by taxpayers and businesses. Typically receipts, requests, and refiles are at their highest during this period. In terms of the performance standards, peak shall be defined for Wage and Investment (W&I) as April through July. Small Business/Self Employed (SB/SE) workload levels are consistent, and thus no peak standard will be applied.
Performance Requirements Summary (PRS)	A summary chart that identifies the required services of the Contract that will be evaluated by the Government to ensure that the Service Provider meets Contract performance standards. See Technical Exhibit 1-001.
Performance Standard	The results-oriented measure that describes the level of performance expected for a particular job element. It prescribes what the Service Provider is expected to produce in such dimensions as quality and timeliness.

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Term	Definition
Phase-in Period	The period between Contract award and the beginning of the base period.
Program Manager	The Service Provider representative who acts as the point of contact (POC) with the Government and coordinates contract management with the authority and responsibility to commit and make decisions on behalf of the Service Provider. The Program Manager is responsible for the Service Provider's work at all Files Activity locations.
Pull	Remove a block or a document from its storage location.
Push Code	A method of computer suspending requests (TC 930) for returns not yet posted. At return posting time, a notice is computer-generated to cause association of the two documents and routing for appropriate action.
Quality Assurance	A planned and systematic pattern of all actions necessary to provide confidence that adequate technical requirements are established; products and services conform to established technical requirements; and satisfactory performance is achieved.
Quality Assurance Evaluator (QAE)	The person(s) responsible for surveillance of Service Provider performance. QAEs are Government employees.
Quality Assurance Surveillance Plan (QASP)	An organized written document used by the Government for quality assurance surveillance. The QASP contains sampling/evaluation guides and checklists.
Quality Control	Those actions taken by a Service Provider to control the production of outputs to ensure that they conform to the contract requirements.
Quality Control Program	The Service Provider's system to control services so that they meet the requirements of the contract.
Recharge	Transfer custody and responsibility for a charged-out block or document directly from one user to another.
Refile	Return the block or document to the correct storage location.
Re-input	Documents which were reinput will be controlled or identified by a Form 3893, Re-Entry Document Control, attached to the front of the return(s).
Request	A form initiated by or for a user asking for a return, a photocopy of a document, information from a document, an attachment, a refile, or a re-charge. Forms frequently used are Form 2275, Form 4251, Form 5546, and CPs. Form 2275 is a three-part manually prepared document. Form 4251 is a two-part computer-printed document which results from the input of a document request into IDRS. Form 5546 serves the same purpose as Form 4251 but is used for requests from Examination.
Return	Per IRM 3.10.72.1.2(5), a "return" is a form required by law to be filed; e.g., Form 1040, Form 720, or Form 990.
Service Provider	An entity, public or private, providing the services specified by the Government and described in this solicitation or in the subsequent award document administered by the Government.

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Term	Definition
Service Provider Personnel	The term “Service Provider personnel” as used herein refers to both employees of the prime Service Provider and any subcontractors. Service Provider subcontractors shall comply with the provisions of the Contract.
Shall	Indicates a contractual requirement on the Service Provider. Whenever the word “shall” is used, the term “the Service Provider” is understood, whether or not explicitly stated. (Used in phrases such as “shall perform” and “shall repair.”)
Site Manager	The Service Provider representative who acts as the POC with the Government at each Files Activity location.
Social Security Number (SSN)	A nine-digit number identifying the account of a taxpayer on the IMF. The format is xxx-xx-xxxx.
Source Document (SD)	An original document, such as a return or a record of a telephone call, or taxpayer correspondence used as a basis for input, usually on IDRS.
Special Requests	Document requests from Taxpayer Advocate Service (TAS), Centralized Adjudication Unit (CAU)/Labor Relations (LR), Disclosure, General Accounting Office (GAO), Headquarters, and walk-in customers.
Standard	An acknowledged measure of comparison.
Surveillance	The process of monitoring Service Provider performance, either by direct evaluation, observation, or other information sources.
Taxpayer Browsing Protection Act of 1997	Amends the Internal Revenue Code (IRC) of 1986 to prevent the unauthorized inspection of taxpayer returns or tax return information. In addition, the Act provides a criminal misdemeanor penalty for the willful, unauthorized inspection of tax returns or return information. The penalty is a fine up to \$1,000 and/or imprisonment up to one year. It applies to all Federal employees, state employees, and contractors who receive Federal tax information. Upon conviction, a Federal employee is dismissed from employment.
Taxpayer Identification Number (TIN)	A nine-digit number used for identification of a tax account. For businesses, the TIN is the EIN. For individuals, the TIN is the SSN.
Tax Period	Period of time for which a return is filed.
Tax Return Data Base (TRDB)	TRDB is a system that stores original tax return information submitted by the taxpayer within 24 hours of receipt within the IRS. It also stores Electronic Filing (ELF) code and edit data and corrections made to the tax return data by Error Resolution System (ERS), Generalized Mainline Framework (GMF), and Generalized Unpostable Framework (GUF) as it processes through the submission pipeline. Additionally, status information (e.g., ELF rejected, suspended, corrected, or posted) and history information for each tax return is stored on TRDB as it travels through the submission pipeline.
Technical Exhibit	Provides supplementary information with representative workload and can be in the form of text, tables, graphs, or maps.

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Term	Definition
Technical Reference Library	A collection of references, manuals, forms, and other documents relevant to the contracting process and the particular type of work to be performed. The documents are made available to potential bidders.
Unpostables	A transaction which fails to post to an account at the Martinsburg Computing Center (MCC) or Tennessee Computing Center (TCC) and is returned to the SPC for corrective action.
Will	Indicates the intent of the Government to perform an action. Whenever the word “will” is used, the term “the Government” is understood, whether or not explicitly stated. (Used in phrases such as “will provide” and “will be provided.”)
Workday	Throughout this document, workday is defined as Monday through Friday, except Federal holidays. See Paragraph 13.1.6 for hours of operation.

SECTION C – PERFORMANCE WORK STATEMENT**3 GOVERNMENT-FURNISHED PROPERTY AND SERVICES****3.1 GENERAL**

The Government will provide the facilities, utilities, equipment, supplies, materials, and services described in this Section as Government-Furnished Property (GFP) if the Service Provider performs the Files Activity services at the Government-provided sites. GFP consists of Government-Furnished Facilities (GFF), Government-Furnished Equipment (GFE), and Government-furnished supplies, materials, utilities, and services that are made available by the Government for the Service Provider's use in the performance of Contract requirements. The Service Provider shall not use GFP for any other purpose than execution of work under this Contract. The GFP offered shall not be construed as being totally sufficient to meet the requirements of this Contract.

If the Service Provider proposes alternate work sites, the Government will not provide any property or services unless otherwise specified herein.

3.2 ACCOUNTABILITY AND INVENTORY MANAGEMENT**3.2.1 Inventory Management****3.2.1.1 PROPERTY CONTROL SYSTEM (PCS) PLAN**

The Service Provider shall provide a PCS Plan to the Contracting Officer's Technical Representative (COTR) at least ten calendar days prior to completion of the phase-in period. The Service Provider shall ensure that the PCS Plan includes the requirements of this Performance Work Statement (PWS) section and property requirements contained in Federal Acquisition Regulation (FAR) 45.5, Management of Government Property in the Possession of Contractors. The Service Provider shall update the plan annually or as required, based on changes to property regulations and requirements (RDL 302R001).

3.2.1.2 INITIAL INVENTORY PROCEDURES

3.2.1.2.1 Transfer and Inventory Meetings. The Service Provider shall attend Government-scheduled GFP transfer and inventory meetings with the Designated Government Representative (DGR) during the phase-in period.

3.2.1.2.2 Initial Inventory. The Service Provider shall conduct a 100% joint inventory at least ten calendar days before completion of the phase-in period in accordance with the Information Technology Asset Management System (ITAMS). The ITAMS Service and Problem Management Quick Reference Guide is available in Technical Exhibit 3-004. This inventory shall include, but not be limited to, facilities, to include keys; equipment; and items of work in process. On-hand consumable materials and supplies shall be inventoried to establish a baseline shelf stock to be returned to the Government at the conclusion of the Contract. This provision does not preclude prior inspection of GFP by the Service Provider. The operational or conditional status of all GFF and GFE shall also be determined. The DGR and Service Provider shall certify the accuracy of the joint inventory.

3.2.1.2.3 Condition of GFP. All GFP is furnished in an "as is" condition as specified in FAR 52.245-19, Government Property Furnished "As Is."

SECTION C – PERFORMANCE WORK STATEMENT

3.2.1.2.4 Physical Acceptance of GFP. The Service Provider shall coordinate the receipt of GFP with the COTR and DGR and schedule the physical acceptance of GFP within three workdays after receipt of notification.

3.2.1.2.5 Initial Inventory Report. The Service Provider shall submit a detailed final Government Property Inventory Report to the COTR within 15 calendar days after completion of the phase-in period. This report shall be jointly approved by the Government and the Service Provider. The Service Provider shall maintain the records and keep them current (RDL 302R002).

3.2.1.2.6 Start of Accountability. The Service Provider shall become accountable for GFP when the IRS transfers custody from the Government-accountable records to the Service Provider after completion of the joint inventory.

3.2.1.3 INVENTORY MAINTENANCE

3.2.1.3.1 Inventory Records System. The Service Provider shall establish and maintain records of all GFP. The records shall be maintained in accordance with the functional guidance for the automated system in use or manually in accordance with the instructions contained in ITAMS. The records system will be reviewed by the COTR and shall become the Service Provider's official GFP control system which shall be in effect thereafter until expiration or termination of the Contract.

3.2.1.3.2 Annual Physical Inventory. The Service Provider shall conduct an annual physical inventory of all GFP. The Service Provider shall submit a report of results to the DGR within ten workdays of inventory completion (RDL 302R003).

3.2.1.3.3 Special Inventories. The Service Provider shall conduct special inventories as directed by the DGR. Special inventories may be required to resolve issues of GFP accountability, availability, condition, or usage.

3.2.1.3.4 Administrative Adjustment Documents. The Service Provider shall prepare administrative adjustment documents in accordance with ITAMS and provide them to the DGR within 30 calendar days after inventory completion (RDL 302R004).

3.2.1.4 CONTRACT EXPIRATION AND TERMINATION INVENTORY PROCEDURES

3.2.1.4.1 Final Inventory. The Service Provider shall perform an inventory of all GFP one month prior to expiration or termination of the Contract.

3.2.1.4.2 Final Inventory Report. The Service Provider shall prepare, certify, and submit a detailed final inventory report (jointly approved by the DGR and the Service Provider). The report shall include the same data as required for the initial inventory report (RDL 302R005).

3.2.1.4.3 Return of GFP. At the expiration or termination of the Contract or during reallocations or relocations, the Service Provider shall return the same property or property equal in type, kind, quality, and quantity of items as originally furnished by the Government and accepted by the Service Provider. GFP shall be in the same or better condition as when originally furnished (except for normal wear and tear).

SECTION C – PERFORMANCE WORK STATEMENT**3.2.2 Property Shortages and Damages****3.2.2.1 NOTIFICATION**

The Service Provider shall notify the COTR and DGR in writing within one workday after the discovery of lost, damaged, or destroyed GFP.

3.2.2.2 INVESTIGATION AND REPORTING

The Service Provider shall investigate and submit a formal report of shortage, loss, damage, or destruction of GFP to the COTR and DGR within three workdays after the discovery. The Service Provider shall report the specific property affected, including specific National Stock Number (NSN) or IRS property bar codes and serial numbers; the circumstances surrounding the loss, damage, or destruction; the estimated cost of the loss or damage; and the expected impact on providing Files Activity services (RDL 302R006).

3.2.3 Removal of GFP

The Service Provider shall not remove GFP from Files Activity locations, or other areas, without prior written approval of the DGR.

3.3 CONSUMABLE MATERIALS AND SUPPLIES

The Government will provide the Service Provider with on-hand consumable materials and supplies at the start date of the base period. The Service Provider shall be responsible for replenishment of all consumable materials and supplies required to perform Files Activity services unless otherwise specified herein. See Technical Exhibit 3-003 for a list of typical consumable materials and supplies.

3.3.1 Forms

Required forms that are not available electronically or are not designated as reproducible in the governing publication will be provided by the Government both initially and as needed throughout the Contract period. The Service Provider shall be responsible for coordinating the re-stocking of all required forms as needed.

3.3.2 Boxes and Folders

Boxes and folders (IRS Documents 6981, 6982, and 6983) will be provided by the Government both initially and as needed throughout the Contract period. The Service Provider shall be responsible for coordinating the re-stocking of boxes and folders as needed.

3.4 GOVERNMENT-FURNISHED EQUIPMENT**3.4.1 General**

The Government will furnish equipment listed in Technical Exhibit 3-001 to the Service Provider for performance of work under this Contract.

The Service Provider may elect to accept all or selected items and quantities of GFE. Service Provider acceptance of GFE shall be as a result of a 100% joint inventory and

SECTION C – PERFORMANCE WORK STATEMENT

accounting transfer of accepted GFE, except for those items listed as shared resources. Equipment shall not be moved between GFF.

3.4.2 Replacement of GFE

Replacement of GFE shall be the responsibility of the Service Provider unless otherwise specified in Section 3.4.5 below.

3.4.3 Operation, Use, and Care of GFE

The Service Provider shall be responsible for the proper operation, use, preventative maintenance, and repair of the GFE. Exceptions to this include lifts, elevators, microfilm and microfiche machines, pallet jacks, and photocopiers, which are maintained and repaired by contract, and Information Technology (IT) equipment, which is maintained and repaired by the Government. Equipment shall be maintained to preclude deterioration whether in use or stored. The Service Provider shall not cannibalize or modify any GFE without prior written approval of the Contracting Officer (CO). The Service Provider shall provide trained and licensed personnel to operate GFE as required by Federal, State, and local laws and regulations.

3.4.4 Return of GFE to the Government

When GFE is no longer required or suitable for intended use, or has reached the end of its economic life, the GFE shall be returned to the Government. The Service Provider shall coordinate the turn-in of equipment with the COTR and DGR. The Service Provider shall return equipment being turned-in to a location designated by the DGR within three workdays after receipt of notification.

3.4.5 Specific GFE Requirements**3.4.5.1 TELECOMMUNICATIONS EQUIPMENT**

The Government will install, maintain, and remove, as necessary, all Government-furnished telecommunications equipment, including telephones and fax machines. The installation, maintenance, repair, removal, and replacement of all Government-furnished telecommunications instruments will be the responsibility of the Government. The Service Provider shall contact the Help Desk for problems regarding telecommunications equipment, to include requests for relocation.

The Service Provider shall obtain approval from the DGR prior to submitting requests for relocation of Government-furnished telecommunication equipment.

3.4.5.2 COMPUTERS AND PERIPHERALS

The Government will provide computers, to include authorized installed software, and peripherals to the Service Provider. See Internal Revenue Manual (IRM) 2.1.9, Automated Data Processing (ADP) Property Management. The Service Provider shall utilize this equipment in full conformance with IRS computer management, operation, and security regulations, to include IRM 25.10.1, Information Technology (IT) Security Policy and Guidance. The Service Provider shall contact the Help Desk for problems regarding computers and peripherals, to include requests for relocation. The Government will maintain and replace computers and peripherals.

SECTION C – PERFORMANCE WORK STATEMENT

The Service Provider shall obtain approval from the DGR prior to submitting requests for relocation of Government-furnished computers and peripherals.

If GFF are not used, the Government will still furnish the Integrated Data Retrieval System (IDRS) system.

3.5 GOVERNMENT-FURNISHED FACILITIES**3.5.1 General**

The Government will provide or make available to the Service Provider Files Activity facilities or space as specified in Technical Exhibit 3-002. Floor plans of these facilities are provided in the Technical Reference Library. The Service Provider shall not relocate activities or operational units within assigned facilities unless prior written approval is obtained from the CO and the approval is provided to the DGR and COTR. The Service Provider shall manage GFF and property in accordance with local IRS facility management policies and procedures for the Files Activity operations. These policies and procedures will be provided after Contract award.

The Government will be responsible for the lease and operating costs for GFF for the life of the contract. This pertains to the four mandatory sites (Austin, Brookhaven, Memphis and Fresno) and any of the other six sites if the site is used by the Service Provider.

3.5.2 Reallocation of Facilities

The Government reserves the right to reallocate and relocate assigned facilities during the term of the Contract. This action would be enacted through the Changes Clause. The Government will provide approximately one month advance notification prior to reallocations and approximately 12-18 months advance notification prior to relocations.

3.5.3 Facilities Access

The Government will provide for Service Provider access to local facilities or space not assigned to the Files Activity such as dining rooms, break areas, training and conference rooms, and areas where equipment is co-located.

The Service Provider shall permit visits by authorized Government personnel to Service Provider-occupied facilities. Government personnel may perform unscheduled official business visits to any facility or work area at any time.

3.5.4 Facilities Maintenance, Minor Repairs, and Alterations**3.5.4.1 ALTERATIONS OR IMPROVEMENTS TO GFF**

The Service Provider may provide, at the Service Provider's expense, approved alterations or improvements to assigned facilities. The Service Provider shall submit plans for all such alterations or improvements to the DGR and CO. The Service Provider shall not make any such alterations or improvements unless written approval from the DGR and CO is given in advance. Any such alterations or improvements become the property of the Government; however, the CO may require the Service Provider to remove or dismantle such alterations or improvements and restore the facilities to their original condition upon expiration or termination of the Contract. The Service Provider shall restore the facilities at its own expense.

SECTION C – PERFORMANCE WORK STATEMENT**3.5.4.2 MAINTENANCE AND REPAIR OF GFF**

The Government will provide maintenance and repair of GFF. This shall include painting; lighting and other electrical maintenance and repair; heating, ventilation, and air conditioning (HVAC) maintenance and repair; and other facility maintenance and repair services. The Service Provider shall submit a request for maintenance and repair services to the DGR.

3.6 UTILITIES

The Government will furnish utilities as currently installed in GFF. All facilities do not receive the same utility services. Typical utility services include electricity, water, telephone and fax lines, network lines, and seasonal heat and air conditioning. The Service Provider shall not change or modify any utility system or component without prior review by and written approval from the DGR and CO. The Service Provider shall not connect any Service Provider-furnished equipment or utility system without prior DGR review and written approval.

The Service Provider shall ensure that lights, electric-powered equipment, and HVAC systems are turned off at the end of normal operations to conserve energy and overtime utilities costs. Utility schedules for both normal and overtime shall be coordinated a minimum of eight hours in advance with the COTR or local Real Estate and Facilities Management (REFM) contact.

3.7 SERVICES**3.7.1 Files Material Shipment Services**

As specified in Section C-5, the Government will provide transportation services between Government-owned sites to convey documents to the Service Provider. The Service Provider shall be responsible for maintaining liaison with the Government-provided shipping services for site-specific scheduling of IRS document shipments and receipts. All other shipping and mailing services, such as those required to send and receive requests, refiles, and retired files to the National Archives and Records Administration (NARA) Federal Records Centers (FRC) and shipments between Files Activity sites (trans-shipments) and other IRS offices, will also be provided by the Government. Shipment services will only be provided when GFF are used.

3.7.2 Security Services

The Government will continue to determine and provide appropriate levels and types of security applied to stand-alone and co-located Government-furnished Files Activity facilities at each site in accordance with IRM 1.16, Physical Security Standards.

3.7.3 Telecommunications Services

The Government will provide local and long distance telephone service located within Files Activity facilities for IRS official business purposes only at no cost to the Service Provider. Whenever changes to the telecommunications services are required, to include adding and deleting lines, the Service Provider shall prepare and submit a written request to the DGR for submission to and approval by the telephone control supervisor for the facility housing the Files Activity operations. The Government will monitor telephone usage through use of the Telecommunications Asset Tool (TAT).

SECTION C – PERFORMANCE WORK STATEMENT**3.7.4 Trash and Recycling Collection and Disposal Service**

The Government will furnish receptacles for recyclable materials and trash. The Service Provider shall comply with procedures for the collection of recyclable materials and disposal of trash in accordance with local governing programs for each facility. The Government will provide for the removal of discarded material from the facility site. See Section 1.5.3 for additional information regarding trash and recycling programs.

3.7.5 Custodial Service

The Government will furnish custodial service at GFF.

SECTION C – PERFORMANCE WORK STATEMENT**4 SERVICE PROVIDER-FURNISHED PROPERTY AND SERVICES****4.1 GENERAL**

The Service Provider shall furnish all property, equipment, materials, or services necessary to perform this Contract that are not specifically identified as Government-furnished in Section C-3 or elsewhere in this Contract. Such property includes, but is not limited to, furnishings, supplies, tools, vehicles, office automation equipment (to include computers and peripherals), and telecommunications instruments. The Government will not take responsibility for any Service Provider-furnished equipment.

4.2 REMOVAL OF PROPERTY

Within five workdays after expiration or termination of this Contract, the Service Provider shall remove all Service Provider-furnished vehicles, equipment, tools, furnishings, supplies, materials, and other items from the Files Activity operations. The Government will not be responsible for any Service Provider-furnished property left after Contract expiration or termination. If the Service Provider does not remove said property from the Files Activity operations within the stated time, the Government will dispose of the property at the Service Provider's expense.

4.3 SERVICE PROVIDER-FURNISHED EQUIPMENT

The Service Provider may furnish equipment and material, including motor vehicles, material-handling equipment, office automation equipment, and administrative equipment not furnished by the Government. Equipment condition shall not relieve the Service Provider of any responsibility to provide services as required in this Contract. Equipment acquired by the Service Provider, at Service Provider cost, shall remain the property of the Service Provider at the expiration or termination of this Contract, or as otherwise specified in the Contract.

4.3.1 Telecommunications Equipment

The Service Provider shall not connect Service Provider-furnished telecommunications equipment to IRS systems.

4.3.2 Computers and Peripherals

The Service Provider shall not connect Service Provider-furnished computers and peripherals to IRS data systems.

4.3.3 Motor Vehicles

Vehicles acquired and operated by the Service Provider in the performance of Contract requirements shall be in compliance with all IRS regulations governing vehicular access and use on-site at IRS facilities.

4.4 SERVICE PROVIDER-FURNISHED SUPPLIES AND MATERIALS

The Service Provider shall furnish all supplies and materials necessary to meet the requirements of the Contract. Supplies and materials provided by the Service Provider shall be of equal or better quality than those being replaced.

SECTION C – PERFORMANCE WORK STATEMENT**4.4.1 Stock Levels**

The Service Provider shall maintain a sufficient quantity of on-hand supplies and materials to perform all work required under this Contract. Any failure on the part of the Service Provider to provide sufficient quantities and quality of supplies and materials shall not be cause for reduction in any service or performance.

4.5 SERVICE PROVIDER-FURNISHED SERVICES**4.5.1 Telecommunications Services**

Service Provider-furnished telecommunications services at Government-furnished facilities (GFF) shall be subject to standard monitoring requirements of the Government telecommunications networks.

4.5.2 Mail, Delivery, and Transportation Services

The Service Provider shall provide, or acquire, all mail, delivery, and transportation services needed to perform the functions described in this Contract that are not Government-furnished. (These services will only be Government-furnished if GFF are used.)

4.6 SERVICE PROVIDER-FURNISHED FACILITIES

If Service Provider-furnished facilities are used to perform Files Activity services, the Service Provider shall ensure that work performed under this Contract is not co-located or commingled with other work. The Service Provider shall comply with all functional and physical security requirements applicable to any facility where Files Activity work is performed in accordance with Internal Revenue Manual (IRM) 1.16. Service Provider-furnished facilities shall meet the requirements of 36 Code of Federal Regulations (CFR) 1228 Subpart K, Disposition of Federal Records – Facility Standards for Records Storage Facilities.

4.6.1 Location of Service Provider-Furnished Facilities

Service Provider-furnished facilities must be located in close proximity to the IRS submission processing sites so that the timely transfer of work between sites is not affected.

4.6.2 Collocation of Government Employees

The Service Provider shall provide on-site space for the QAEs and COTRs in Service Provider-furnished facilities. The Service Provider shall provide a standard office environment for these Government employees, to include furniture, telephone (local), data connectivity, utilities, and access to restrooms and meeting rooms. The Government will provide computer equipment and software for these co-located personnel.

SECTION C – PERFORMANCE WORK STATEMENT**5 SPECIFIC FILES ACTIVITY REQUIREMENTS**

The Files Activity function manages the storage and retrieval of both individual and business federal tax returns. Customers include, but are not limited to, tax examiners, criminal investigators, various IRS business units, and other Government agencies. Files activities shall be performed in accordance with the requirements specified herein.

5.1 WORK MANAGEMENT AND CONTROL**5.1.1 Workload**

Workload is provided in Technical Exhibit 5-001.

5.1.2 File Locator Guide

The Service Provider shall prepare and maintain a File Locator Guide that reflects the physical location of documents on hand.

5.1.3 Discovered Remittance

The Service Provider shall process any remittance discovered in files in accordance with Internal Revenue Manual (IRM) 3.8.46, to include logging the discovered remittance on Form 4287 (Record of Discovered Remittance) and completing a Form 3244 (Payment Posting Voucher). The Service Provider shall attach a copy of the front page of the return with which the remittance was found to Form 3244, if applicable, and stamp or write “copy” on the return. In accordance with IRM 3.8.46, the Service Provider shall submit the discovered remittance and Form 3244 to the Submission Processing Center’s (SPC’s) Receipt and Control function within one workday, and shall ensure that Form 4287 is initialed by authorized personnel when submitted to Receipt and Control. The Service Provider shall maintain each Form 4287 for at least one year. The Service Provider shall maintain all discovered remittance in a secured and locked location until turned in to Receipt and Control.

5.1.4 Disclosure

The Service Provider shall at no time access or use taxpayer information and data for unauthorized reasons or release such information and data to unauthorized personnel. Service Provider personnel shall not access files and obtain sensitive information unless directly related to a task described herein. All items under the Service Provider’s control shall be accessible by authorized personnel only. All disclosure shall be in accordance with the listing in Internal Revenue Code (IRC) 6103(n) (Disclosure to Persons Having Material Interest) and IRM 11.3.24 (Disclosure of Official Information, Disclosure to Contractors). Service Provider employees shall be subject to the Taxpayer Browsing Protection Act of 1997.

5.1.5 Designated Personnel

The Service Provider shall identify personnel authorized to coordinate with National Archives and Records Administration (NARA) and handle special requests, in accordance with IRM 3.5.61.9.1(3). The Service Provider shall provide NARA and the Contracting Officer’s Technical Representative (COTR) with a list of designated Service Provider personnel authorized to request or return documents to NARA. The initial list shall be

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submitted no later than ten workdays prior to the end of the phase-in period and revisions shall be submitted no later than two workdays after changes are made.

5.1.6 Systems

Unless otherwise approved by the Contracting Officer (CO) and appropriate IRS Information Technology (IT) organizational component, the Service Provider shall use existing IRS systems or subsequent replacement systems for the performance of Files Activity functions. See Technical Exhibit 5-002 for a description of current systems. Proposed alternate systems shall meet IRS standards (to include security standards), interface with existing IRS software, and pass Systems Acceptability Testing (SAT) requirements. SAT requirements will be provided if the use of alternate systems is proposed. Such systems must also meet applicable provisions from part B of Section 508 the Rehabilitation Act of 1973 as amended in 1998.

A manual for each system is provided in the Technical Reference Library.

5.1.7 Maintenance of Files Areas

The Service Provider shall maintain the files areas at each location. The Service Provider shall perform processes and procedures to maintain optimum file activity efficiency and use of file storage resources. Duties may include aligning folders, creating new folders, making new boxes, and moving (realigning) blocks. The Service Provider shall ensure that bay and dock areas are maintained in an orderly manner and lights are operable. The Service Provider shall also ensure that aisles are not blocked in accordance with applicable fire codes.

5.1.8 Customer Coordination

In the course of performing the Files Activity tasks described below, the Service Provider shall coordinate with internal IRS customers. These customer support services are required on a daily basis and are an important part of the services provided by the Files Activity. The IRS customer base consists of the parties listed in Section 5 above, and customers are located across the 48 contiguous states, Alaska, Hawaii, and internationally.

5.2 RESPONDING TO CUSTOMER INQUIRIES

The Service Provider shall accurately respond to customer inquiries received via telephone, Teletypewriter (TTY), and e-mail. Inquiries may be received concerning the status of requests, procedures, and other general information. As part of this service, the Service Provider shall provide guidance to customers on the preparation of forms sent to the Service Provider. At a minimum, the Service Provider shall provide this service during the hours of operation specified in Paragraph 1.3.1.6 above.

5.3 REPORTING REQUIREMENTS**5.3.1 Weekly Production Report**

The Service Provider shall provide a weekly production report for each site. The report shall include receipts, production, and ending inventory for all tasks in Technical Exhibit 5-001. The report shall be submitted to the COTR no later Monday at 9:00 am local time in the COTR-approved format. If the Monday is a Federal holiday, the report shall be submitted on Tuesday. If the week spans two IRS quarters (January through June, July

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through September, and October through December), the Service Provider shall provide two weekly reports (RDL 503R001).

5.3.2 NARA Report

In accordance with IRS-NARA Interagency Agreement Section 5.4, the Service Provider shall communicate request and refile volumes with the servicing NARA Federal Records Centers (FRC) (i.e., the primary FRC for each Files Activity location) on a daily basis. The report shall be communicated to the designated point of contact (POC) at the servicing NARA FRC.

5.3.3 FRC Quarterly Report

The Service Provider shall prepare and submit the FRC Quarterly Report (four times a year) in accordance with Exhibit 3.5.61-1 from IRM 3.5.61. The report shall be submitted to the NARA COTR with a copy provided to the COTR (RDL 503R002).

5.4 RECEIPT OF INCOMING MAIL

The Service Provider shall receive incoming mail from the IRS mail function. Some mail will also be received directly from IRS offices and NARA and, at some sites, United Parcel Service (UPS) or other carriers. Documents that were not intended for the Files Activity shall be returned to the sender, or if unidentifiable, rerouted to the IRS mail function. The frequency of mail delivery varies by location but is typically several times per day.

5.5 INITIAL FILE RECEIPT**5.5.1 Receipt Verification****5.5.1.1 RECEIPT OF LIST**

On a daily and weekly basis, the Service Provider will receive a Cycle Proof List (CPL) from the SPC's computer room. If desired, the Service Provider may also utilize an Automated Cycle Proof List (ACPL).

5.5.1.2 LISTING VERIFICATION

The Service Provider shall receive blocks of returns, documents, re-processed returns and documents, and re-inputted returns and documents. Deliveries will occur daily, with multiple shipments per day at some sites, depending on time of year. Documents may be delivered to the Service Provider in Document Locator Number (DLN), alpha, Taxpayer Identification Number (TIN), Remittance Processing Submission Identification (RPSID), or Source Document Locator Number (SDLN) order. The Service Provider shall verify each block against the appropriate list (either the CPL or ACPL, where available, or as otherwise specified in Technical Exhibit 5-003) to ensure that all blocks have been processed. For re-processables and re-inputs, the Service Provider shall ensure that the Form 3893 (Re-Entry Document Control) has an alpha block control (ABC) code, and shall return the documents to the SPC's Receipt and Control (Batching) function if the ABC code is not present. The Service Provider shall prepare files for filing as needed (e.g., create folders if missing or overstuffed).

SECTION C – PERFORMANCE WORK STATEMENT**5.5.1.3 ERRORS**

If the Block DLN is not clearly marked on or is missing from the block control sheet or folder or if several documents within a block have unreadable DLNs, the Service Provider shall return the block to the SPC's Numbering function. If two blocks have identical DLNs, the Service Provider shall forward the blocks to the SPC's Accounting Data Control Unit (ADCU).

5.5.1.4 MISSING AND ADDITIONAL BLOCKS

In accordance with IRM 3.5.61.2.5(9), if a block is not contained on a list (to include lists from up to two cycles before and after receipt), the Service Provider shall return the additional block to ADCU for resolution. For blocks not checked off the appropriate list, the Service Provider shall ensure that the blocks have not been received, to include searching the files storage area. If the blocks cannot be found, the Service Provider shall prepare a Missing Block Report. The Missing Block Report shall be prepared upon completion of each cycle and submitted to the COTR. This report shall reflect missing blocks from the current cycle and all previous cycles within the calendar year (RDL 505R001).

5.5.2 Transport to File Storage

For Austin and Philadelphia only, files are transported by Agency Wide Shared Services (AWSS) between the Files Activity areas (buildings) in which files are received and filed (stored) as the functions are not currently co-located. If these locations are used, the Service Provider shall coordinate with AWSS for this service. For all other locations, the Service Provider shall transport work between receipt and storage areas. At all Files Activity locations, the Service Provider's Site Manager shall coordinate with the COTR if cycles are received in an untimely manner.

5.6 FILES SERVICES**5.6.1 Filing**

The Service Provider shall file blocks of returns and documents, and related attachments in a designated storage area. The Service Provider has the option of maintaining and filing the files in any system desired, as long as the documents are locatable and are retired and delivered to the NARA FRC in DLN or alpha order as required by 5.9.4 of this Contract.

5.6.2 Loose Documents

Loose documents may be received by the Service Provider for refiling. The Service Provider shall research loose documents (i.e., W-2, K-1) on the Integrated Data Retrieval System (IDRS) to locate the corresponding DLN, and shall attach the loose document to the file. If the Service Provider is unable to locate a correct DLN, the Service Provider shall route the document to the SPC's Receipt and Control function. See Section 5.6.4 for refiling requirements.

SECTION C – PERFORMANCE WORK STATEMENT**5.6.3 General File Requests****5.6.3.1 REQUEST RECEIPT**

The Service Provider shall receive requests for documents. Requests may be cyclical or non-cyclical. See Technical Exhibit 5-004 for a list of cyclical requests. Requests can originate from many sources and may come on single forms or in batches by mail, fax, telephone, TTY, computer print-out, or from in-person IRS personnel. The Service Provider shall ensure that in-person requestors submit a Form 2275 (Records Request, Charge and Recharge) and that phone requestors fax a Form 2275. Forms used for requests include, but are not limited to, Form 2275, Form 4251 (Return Charge-Out), Form 5546 (Examination Return Charge-Out), and Computer Paragraph (CP) Notices. If the request has incomplete or unreadable information, the Service Provider shall send the request back to the requestor for more information. If routing information for the requestor is missing or unreadable the SP shall conduct research prior to placing the request in classified trash.

5.6.3.2 DOCUMENT RETRIEVAL

The Service Provider shall retrieve (pull) requested documents and verify that the identifying data on the request and on the document match. Documents may be pulled by DLN or by other identifiers, depending on the document type. The Service Provider shall not pull returns, attachments, or documents other than those specifically requested. For those documents with a DLN, if the identifying data on the request (other than the DLN) and identifying data on the document do not match, the Service Provider shall retrieve (pull) the requested documents by the DLN and notate on the request form "Pulled by DLN only." The Service Provider shall track charge-out information to include date of charge-out, recipient, and appropriate address.

Requests shall be pulled in accordance with the priority pull listing provided in Technical Exhibit 5-007. The Service Provider shall retrieve Statistics of Income (SOI) Program requests prior to requests for the same document by the SPC's Notice Review or Exam functions in the same cycle.

When a file cannot be located in the course of performing general file requests, the Service Provider shall consult the Collection Statute Expiration Date (CSED) listings (which will be received annually) if necessary to determine if the file has been destroyed or saved. If the requested file has been destroyed, the Service Provider shall return the request to the proper recipient indicating that the file was officially destroyed.

For those types of requests identified in IRM 3.5.61.11.2(2), the Service Provider shall perform an extended search as specified in IRM 3.5.61.11.3. If the document is otherwise not found or is charged out, the Service Provider shall note on the request "Block Not in Files" (BNIF), "Document Not in Files" (DNIF), or the charge-out information, as applicable. If the requested documents are housed by NARA or another SPC, the Service Provider shall forward the request to the appropriate source. See Paragraph 5.6.5 below.

5.6.3.3 DOCUMENT DELIVERY

The Service Provider shall route the completed request to the proper recipient following all applicable disclosure guidelines as noted in Section 5.1.4 above. Documents shall be routed according to the address on the request or the master mailing list using internal

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IRS mail and external carriers, as appropriate. The Service Provider shall prepare and send a photocopy instead of the original when requested and ensure that photocopies are legible and complete.

5.6.4 Refiling and Filing of Associations and Attachments

The Service Provider shall receive and refile returned tax returns and documents (including loose documents) and receive and file associations and attachments. As applicable, charge-outs placed directly in blocks or documents shall be removed and disposed of as classified trash or retained for quality review when requested by the Government. Forms 2275 shall be added to the back of the return, and the charge-out information documented on the block control sheet shall be lined through. Refiles belonging to NARA or other SPC shall be delivered by mail as required. Shipments to NARA shall follow the guidelines detailed in Paragraph 5.6.5 below.

For problem refiles (except for those covered under Loose Documents in Paragraph 5.6.2 above), to include those with unreadable DLNs, missing DLNs, and BNIF, the Service Provider shall research IDRS for a valid DLN and refile accordingly. If there is a BNIF, the Service Provider shall prepare a substitute block (folder) and file. If the return has not been processed, the Service Provider shall submit the return to the SPC's Receipt and Control function for processing. If duplicate DLNs exist, the Service Provider shall refer the return to the SPC's ADCU.

If necessary, the Service Provider shall perform research on CSED listings and IDRS as appropriate to determine if the file is still active. If the file is still active, the file shall be submitted to the FRC for retention. If the document is not on the CSED listing, the Service Provider shall follow Section 5.10 for destruction guidance.

5.6.5 Sorting and Sequencing of Work for NARA

The Service Provider shall sort and sequence requests, refiles, and attachments going to NARA FRC in accordance with the NARA-IRS Interagency Agreement Sections 1.7-1.10 (requests) and 2.5-2.8 (refiles). Requests, refiles, and attachments shall be sorted separately and sequenced in strict DLN order. Work shall be sent to the specific NARA FRC housing the return. See Technical Exhibit 5-005 for a list of NARA FRC used by each Files Activity location. Upon receipt of filled requests from NARA, the Service Provider shall route the filled request to the proper recipient.

5.7 SPECIFIC FILE REQUESTS**5.7.1 Audit Information Management System (AIMS)****5.7.1.1 RECEIVE EXAMINATION RETURN CHARGE-OUT AND TRANSCRIPTS**

The Service Provider shall receive Forms 5546 with corresponding labels weekly. The Service Provider shall also receive transcripts including Tax Return Data Base (TRDB) transcripts (electronic returns), Information Returns Master File (IRMF) transcripts, Audit Code D transcripts, Currency Transaction Reports (CTR), and Payer Master File (PMF) transcripts.

SECTION C – PERFORMANCE WORK STATEMENT**5.7.1.2 RETURN REQUESTS**

The Service Provider shall pull returns, unless otherwise notated on Form 5546, to associate with labels and transcripts.

5.7.1.3 ASSOCIATE DOCUMENTS

The Service Provider shall associate matching Forms 5546 with the pre-addressed labels, as well as with CP Notices, IRMF, Business Master File (BMF)-CTR Matching Program transcripts, and returns (if required). The Service Provider shall ensure that the TIN and name control match, and shall staple the documents together. The items shall be associated in the following order: 1) Form 5546, 2) return, and 3) remaining documents listed in Section 5.7.1.1 above. Upon completion of the association, the Service Provider shall route the filled request to the proper recipient.

5.7.2 Remittance Search

As requested, the Service Provider shall conduct searches for remittances (cash and non-cash) left in the processed files. Requests for remittance searches may be received by mail, fax, in-person, or telephone. All remittance searches shall be kept in a daily log identifying the date, the requestor, all pertinent search information, and whether the remittance was found or not. The Service Provider shall follow the same procedures as outlined in Paragraph 5.1.3 for discovered remittance and, in addition, shall notify the requestor of the search results. The Service Provider shall forward remittance searches received for documents at NARA to NARA on Form 2275 and follow the discovered remittance procedures in Paragraph 5.1.3 upon receipt of the file from NARA.

5.7.3 Research of Electronic Media

The Service Provider shall store microfilm, microfiche, and compact disks (CDs) according to IRM 1.15.29 (Exhibit 1.15.29-1) and process requests as follows. The Service Provider shall fill requests for aged tax account information and Federal Tax Deposits (FTD) payments stored on microfilm, microfiche, and CD. The Service Provider shall receive requests typically through IDRS (on Form 4251), Form 3774 (Request for Research), Transcript Research System (TRS), or other agreed upon methods. Requests are for Individual Master File (IMF) and BMF Retention Registers, and FTDs (i.e., money tapes). The Service Provider shall verify DLN, TIN, taxpayer name and address, tax period, form number, money amounts, list year, payment date, and district as applicable. The Service Provider shall print the requested information and submit to the proper recipient, ensuring that no unauthorized information is released. The Service Provider shall ensure that the prints are clear and readable before providing to the recipient. Additional information on research of electronic media is provided in IRM 21.2.2.

5.8 OTHER FILES SERVICES**5.8.1 Correspondence Imaging System Requests**

The Correspondence Imaging System (CIS) is a pilot program initiated at the Austin SPC and Files Activity. CIS will help Customer Service Representatives (CSR) and Tax Examiners (TE) in the Wage and Investment (W&I) Accounts Management (AM) locations move from a paper intensive system to a digital image based system. The CIS will provide

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the ability to view, forward, save, retrieve, print, and manage taxpayer documents. The scheduled timeframes for the implementation of CIS is as follows:

- Austin: November 2003 – February 2004
- Atlanta: July 2004 – August 2004
- Kansas City: September 2004
- Fresno: October/November 2004
- Andover: October/November 2004

5.8.1.1 REQUESTS

The Service Provider shall receive requests to pull documents from files, and shall scan the documents for electronic transmittal to AM. The Service Provider shall prepare documents prior to scanning including, but not limited to, ensuring each page is smooth, separating pages, removing sticky notes and staples, repairing edges, and inserting separator sheets. The Service Provider shall photocopy any documents that may not scan well due to damage or odd sizing. Preparation may also require batching and indexing. The Service Provider shall review the electronic files to ensure the quality of images. When the scanning is complete, the Service Provider shall reassemble the documents and refile.

5.8.2 Processing of Undeliverables

The Service Provider shall process undeliverable notices, which are received when notices sent by the IRS to taxpayers are returned. Upon receiving the notices, the Service Provider shall pull the return and verify the address on the notice matches the address on the return. If the addresses match completely, to include apartment number and zip code, the Service Provider shall associate the notice to the return. If either or both the addresses and name lines do not match completely, the Service Provider shall attach documentation showing the address and name line on the return to the notice and submit the notice to the SPC's Notice Review function.

5.8.3 Transaction Record Filing (IDRS Associations)

IRS employees examining taxpayer files sometimes make changes to those files using the IDRS. Those changes are documented in an IDRS Transaction Record (Form 5147).

5.8.3.1 RECEIVING AND ASSOCIATING DOCUMENTS

The Service Provider shall receive source document folders and Transaction Records. Transaction Records are received from the SPC's computer room. The Service Provider shall sign the Document Transmittal (Form 3210), if received with the source documents, and send it back to the originator as acknowledgement of receipt. The Service Provider shall accurately associate the Transaction Record with the corresponding source documents. Further detail concerning associations is listed in IRM 3.5.61.3.17(7&8). The Service Provider shall coordinate with the originator to ensure that documents are received as detailed in Section 5.1.8 above.

SECTION C – PERFORMANCE WORK STATEMENT**5.8.3.2 RETURNING DOCUMENTS TO ORIGINATOR**

5.8.3.2.1 Source Document Retained (SDR). For Transaction Records with SDR noted in the remarks section, the Service Provider shall photocopy the Transaction Record and mail the original back to the originator. The photocopy shall be stamped “C/O” (Charge Out) and inserted where the original Transaction Record and source document would be filed.

5.8.3.2.2 No Source Document Received. The Service Provider shall allow a ten workday timeframe for receipt of the source document if the Transaction Record indicates there is a source document. If the source document is not received within this timeframe, the Service Provider shall photocopy the transaction record, notate “No Source Document Received,” and send the copy back to the originator.

5.8.3.2.3 No Transaction Record Received. If a source document has been received but no corresponding Transaction Record is available, the Service Provider shall use IDRS to research whether or not a Transaction Record is pending. If no Transaction Record is pending, the Service Provider shall return the source document to the originator.

5.8.3.3 FILING BLOCKS

The Service Provider shall file completed blocks in accordance with Section 5.6.4 above.

5.8.4 Unique Associations

The Service Provider shall process the following requests in accordance with IRM 3.5.61.6.6 and 3.5.61.10: CP55, CP155, CP98, CP98A, CP198, and CP198A. Tasks may include, but are not limited to, pulling the return and attaching the CP to the back of existing documents and refiling the return or routing completed requests to the originator. The Service Provider shall verify the DLN, Social Security Number (SSN), and name control of all associated documents.

5.9 RETIREMENT

Retirement of files shall be in accordance with IRM 1.15.29 and IRS-NARA Interagency Agreement Sections 6.2, 6.3, 6.5, and 6.7.

Records are generally housed in the Files Activity from eight weeks to one year, then retired to NARA for storage. Shipment schedules for each Files Activity location are determined by local agreement and range from each workday to once a quarter. The Service Provider shall prepare documents for retirement in accordance with the IRS-NARA Interagency Agreement. The COTR will dictate the allowable frequency of retirement. Current retention times are specified in Technical Exhibit 5-006. The Service Provider shall not submit documents to NARA for retirement or hold documents past the retirement date without approval from the COTR.

5.9.1 Annual Retirement Estimate

The Service Provider shall submit an annual estimate to NARA, with a copy to the COTR, of the predicted cubic feet by tax class, document code, and file location code (FLC) for the files to be retired. This estimate shall be provided at least three months prior to the first retirement of each calendar year.

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The Service Provider shall prepare Standard Form (SF) 135, Records Transmittal and Receipt, with all information required in IRM 1.15.4.3(3) including the number of boxes, what blocks are missing from the run (i.e., are ready for retirement but are not currently available for shipment), delivery date, and destruction date and send the original to the AWSS Area Records Manager (ARM) and a copy to the COTR. NARA will return the SF 135 with accession numbers for the boxes or request more information if the form is incomplete.

5.9.3 Notification

Approximately one week prior to a retirement shipment, the Service Provider shall inform the COTR as to which files will be retired. The report shall list tax class, document codes, form numbers, Julian dates, and list years.

5.9.4 Preparing Documents for Transportation to NARA

The Service Provider shall select the appropriate document containers for the size and shape of the retired documents in accordance with IRM 1.15.4.4(1), and shall pack the containers with retiring documents in accordance with IRM 1.15.4.4(4). Boxes shall be marked with the accession number and box number in accordance with IRM 1.15.4 Exhibit 1.15.4-2 or as otherwise approved or directed by the COTR. Records requiring protective disclosure measures such as Criminal Investigative Case Files Related to Grand Juries shall be sealed and marked "Service by Whole Box" and "Not to be Opened by NARA" in accordance with IRM 1.15.4.8.

In accordance with Section 6.5 of the IRS-NARA Interagency Agreement, the Service Provider shall prepare the documents in DLN order for documents with DLNs or in alpha order or by TIN for documents without DLNs, as applicable. The document boxes shall be properly labeled and arranged for loading in sequence.

The Service Provider shall prepare documents for transportation to NARA in accordance with Sections 6.2, 6.5, and 6.7 of the IRS-NARA Interagency Agreement. The Service Provider shall be responsible for document preparation up to, but not including, loading the documents on the truck. See Paragraph 3.7.1 for additional transportation information.

5.10 PREPARATION FOR DESTRUCTION

The Service Provider shall prepare documents for destruction in accordance with the schedule in IRM 1.15.29. (Documents that have been retired to NARA will be destroyed by NARA.) The Service Provider shall complete Form 11671 (Records Disposition Request and Transmittal), and shall submit the form to the ARM. The Service Provider shall ensure that no other documents are attached to or included with those documents intended for destruction. Once the documents are assembled for destruction and examined for misfiled documents or documents not meant for destruction, the Service Provider shall contact the ARM to coordinate pick-up for destruction.

5.11 COLLECTION STATUTE EXPIRATION DATE PROGRAM

The Service Provider will receive CSER requests (i.e., charge-outs) annually. Charge-outs for the current year are for documents scheduled for destruction that should be pulled and

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not destroyed. Charge-outs for prior years are for documents previously set aside that are now eligible for destruction. The Service Provider shall forward all charge-outs to the FRC.

CSED work shall be performed in accordance with IRM 3.5.61.9.8.

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6 PUBLICATIONS AND FORMS**6.1 GENERAL**

Publications and forms referenced in this Contract are contained herein. The Service Provider is obligated to comply with these publications and use these forms. The Service Provider shall accomplish the tasks set forth in this Contract in accordance with the references listed and all other applicable guidance.

All publications and forms listed will be provided by the Government at the start of the base period. The Service Provider shall establish and update, as required, a file of all required publications listed in this section as well those cited throughout the Contract. Supplements or amendments to listed publications may be issued during the life of the Contract.

The Service Provider shall ensure that all publications are up-to-date. Upon completion of the Contract, the Service Provider shall return to the Government all issued publications.

6.2 PUBLICATIONS

Publication Number	Publication Title	Revision Date
	Federal Travel Regulation	current edition
	IRS-NARA Interagency Agreement	November 14, 2003
	ITAMS Service and Problem Management Quick Reference Guide	current edition
36 CFR 1228 Subpart K	Disposition of Federal Records – Facility Standards for Records Storage Facilities	current edition
5 USC 552	Freedom of Information Act	current edition
5 USC 552a	Privacy Act	current edition
26 USC 6103(e)	Internal Revenue Code (IRC) – Confidentiality and Disclosure of Returns and Return Information – Disclosure to Persons Having Material Interest	current edition
29 USC 794d Section 508	Rehabilitation Act of 1973, as amended – Electronic and Information Technology Accessibility Standards	1998
31 USC 6301 et seq.	Using Procurement Contracts and Grant and Cooperative Agreements	current edition
FAR 45.5	Management of Government Property in the Possession of Contractors	current edition
FAR 52.222-1	Notice to the Government of Labor Disputes	02-1997
FAR 52.245-19	Government Property Furnished “As Is”	04-1984
FAR 52.246-4	Inspection of Services – Fixed Price	08-1996
IRM 1.14.5	Occupational Safety and Health Program	08-30-1999/ 11-09-1999
IRM 1.15.3.2.1	Destroying Records in the Custody of the IRS	January 01, 2003

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Publication Number	Publication Title	Revision Date
IRM 1.15.4 Exhibit 1.15.4-2	Federal Records Cartons	January 01, 2003
IRM 1.15.4.3	Preparing the SF–135, Records Transmittal and Receipt	January 01, 2003
IRM 1.15.4.4	Selecting, Assembling and Packing Cartons	January 01, 2003
IRM 1.15.4.8	Retiring Criminal Investigative (CI) Case Files Related to Grand Juries	January 01, 2003
IRM 1.15.29	Records Control Schedule for Service Center Operations	March 01, 2004
IRM 1.15.29 Exhibit 1.15.29-1	Records Control Schedule for Service Centers	March 01, 2004
IRM 1.16	Physical Security Standards	July 01, 2003
IRM 1.16.3	Safeguard Reviews	July 01, 2003
IRM 2.1.9	ADP Property Management	June 29, 1999
IRM 2.25.5	Accessibility Guidelines for the WEB	November 01, 2003
IRM 3.5.61 Exhibit 3.5.61-1	FRC Quarterly Report	January 01, 2004
IRM 3.5.61.1.2.3	Priority Pull Listing	January 01, 2004
IRM 3.5.61.1.6	Timely Handling of Undeliverable Notices	January 01, 2004
IRM 3.5.61.2.5	Accepting Blocks From Mainline Processing: Cycle Proof List/Automated Cycle Proof List	January 01, 2004
IRM 3.5.61.3.17	IDRS Source Documents	January 01, 2004
IRM 3.5.61.6.6	CP 55, 155 (Refile DLN)	January 01, 2004
IRM 3.5.61.9.1	Files Coordination Point	January 01, 2004
IRM 3.5.61.9.8	Collection Statute Expiration Date (CSED)	January 01, 2004
IRM 3.5.61.10	Push Code (TC 930)	January 01, 2004
IRM 3.5.61.11.2	Special Search Assignments	January 01, 2004
IRM 3.5.61.11.3	Special Search Steps	January 01, 2004
IRM 3.8.46	Discovered Remittance	February 01, 2004
IRM 3.10.72.1.2	Extracting, Sorting, and Numbering – General	January 01, 2003
IRM 3.10.72.24.1(3)	Assignment of Document Locator Number (DLN)	January 01, 2003
IRM 11.3.24	Disclosure of Official Information, Disclosure to Contractors	May 08, 2003
IRM 21.2.2	Research	October 01, 2001
IRM 25.6.9	Collection	January 01, 2003
IRM 25.10.1	Information Technology (IT) Security Policy and Guidance	January 01, 2002
PL 105-35	Taxpayer Browsing Protection Act of 1997	August 05, 1997

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6.3 FORMS

Form Number	Form Title	Form Date
Document 6981	IMF Tax Forms File Folder (1-inch)	12-1984
Document 6982	IMF File Folders - 2 Inch	12-1984
Document 6983	BMF – 4” File Folder	12-1984
Form 813	Block and Selection Record	08-1977
Form 1332	Block and Selection Record	07-1982
Form 2275	Records Request, Charge and Recharge	02-1983
Form 3210	Document Transmittal	07-1990
Form 3244	Payment Posting Voucher	01-1991
Form 3774	Request for Research	11-1980
Form 3893	Re-Entry Document Control	01-1989
Form 4251	Return Charge-Out	12-2001
Form 4287	Record of Discovered Remittance	10-2001
Form 5081	Information System User Registration/Change Request	02-2000
Form 5147	IDRS Transaction Record	08-1973
Form 5546	Examination Return Charge-Out	04-1989
Form 11671	Records Disposition Request and Transmittal	08-1998
SF 135	Records Transmittal and Receipt	07-1985

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7 TECHNICAL EXHIBITS

See the attached technical exhibits.